

NASA Office of the Chief Information Officer Advisory: ***Issues Connecting to Teleconferences -March 17, 2020***

What's Happening:

NASA employees have been experiencing issues connecting to teleconferences. These issues are not internal to NASA. They are a result of the commercial telecom providers experiencing significant congestion due to unprecedented levels of usage by people working from alternate locations across the country.

These issues are being seen by other federal agencies and corporations across the United States and are not unique to NASA. We are monitoring the NASA network and phone infrastructure and see no issues currently. Our NASA CIO organization is engaging with telecom providers and with federal leaders to address this issue. There is no known timeframe for resolving the problem.

NASA employees should follow the following guidance for using alternate connection approaches and collaboration tools where possible to mitigate the impact.

Action Required:

If you are experiencing issues using Instant Meeting, you can:

- Use either the toll-free (844-467-6272) or toll **(720-259-6462)** number to join your telecon (use the same passcode for either number).
- Since mobile phone carrier are also experiencing congestion, try a landline phone if you have one available
- Use the calling capability in Microsoft Teams.
- Use the "call me" function in Webex Meeting Center if your meeting will be held within Webex.
- If your meeting is with one other participant, call them directly.

Support:

We are working to resolve the issue with the toll-free number as quickly as possible. For support with the alternative options, please contact the Enterprise Service Desk (ESD):

- Website: <https://esd.nasa.gov/esdportal>
- Telephone: 1-877-677-2123 (1-877-NSSC123), Option 2